# Planning Outline

Purpose:

To understand how broadband/internet access, lack of access, and quality of service impact participant’s lives.

Outcome/s:

A clear understanding of how and where participants access the internet, what participants need and want from their internet service, and how to address their gaps and needs.

Participants:

Community-specific

Setup:

Three – Four stations for input with interactive discussion happening U-Shaped or circular.

Time:

Afternoon/Evenings 4 p.m. – 7:30 p.m.,depending on site and target population, Monday-Friday

# Discussion Guide

## Pre-Discussion

* + - As participants arrive, they are welcomed and thanked
      * Staff at door introduces themselves
      * Invite the participant to sign in and put first name on a name tag,
      * Direct participants to enjoy refreshments and grab a post-it and marker to record their responses/reactions at each station
    - As participants enjoy a refreshment and post comments, the facilitator lets them know that a group discussion will follow in 15 minutes from start.
    - Staff roams around stations, commenting and asking about feedback and thoughts on internet access.

## Station Set-up

* + - **Station 1: How does the internet help you?** 
      * Recall a time when the internet helped you to do something or a time when not having access to the internet prevented you from doing something.
      * Provide oversized sticky notes for guests to use while thinking about the question.

*Goal is to understand gaps.*

* + - **Station 2: Where can you and do you use the internet?** 
      * Home, church, rec center, library, coffee shop, what other places, etc.,
      * Provide oversized sticky notes for guests to use to offer support.

*Goal is to understand barriers to access.*

* + - **Station 3: Terminology**
      * Add a dot to words you use and that make the most sense to you.
      * Words (large font) on cardstock paper (i.e. Broadband, Internet, Network, Wi-Fi, Connectivity, High-Speed, Virtual, Fiber, Cable, Digital, Mobile, Fixed Antenna, Satellite, ISP, Mbps, Upload Speed, Download Speed, Bandwidth, Mobile Hotspot, Mesh Network, Small Cell Technology, Digital Equity)

*Goal is to ensure we are using language that is accessible and understandable*

## Introduce Project

* + - Emphasize interest in stories that help ensure community voice is heard and included in the plan
    - Add talking points for plan purposes
* Welcome and thanks to library/community center/etc. for the space
* Introduce yourself and team
* We are here to learn more about the issues you have with the internet such as unreliable service, high cost and service fees, lack of available internet providers, or issues related to getting devices to use to connect to the internet. Just to name a few.
* Your feedback will help inform where the greatest internet problems are and how we can get funding to address the issues.

## Group Discussion

* + - Participants are invited to gather. Facilitators re-introduce themselves and say something like ‘if you haven’t guessed already, we are here to talk about the internet. Before we get started, we’d like to make sure everyone has had a chance to introduce themselves.’
      * *“To have a little fun and get to know each other, please share your first name, the municipality you live in and what animal you would use to describe the internet at your house.* 
        + *I will start (Lisa share first)*
        + *Would anyone like to go next?”*
    - Facilitator goes to stations, one at a time, and reflects on themes. Perhaps clustering post-its by theme. Asks participants if they want to add or comment on any of the themes or their experiences.
    - As stories are being shared and themes emerge, other questions can include:
      * Do you have trouble accessing the internet? How do you make it work?
        + Who do you go to when your service doesn’t work?
        + Who is your internet provider?
      * Is it affordable?
      * Is anyone trying to make it better? Are there any initiatives that you know of, or have participated in?
      * Do you feel that you know how to use the internet?
      * What essentials do you use now that are critical to daily living? What changed during COVID and will stick moving forward?
      * Do you have any privacy concerns when working in public places? Or with getting internet at home?
      * If better internet were available, what do you think it should cost?
        + If high-speed internet was available for $20 a month, would you get your own service at home? What if the government provided it?
    - Validate and confirm responses

## Closeout

* + - Thank participants, let them know how important their feedback is to the plan
      * Provide a feedback form
    - Distribute gift cards with a flyer
    - Ask participants to revisit the sign-in sheet if they are interested in receiving alerts about the project and didn’t check that box.